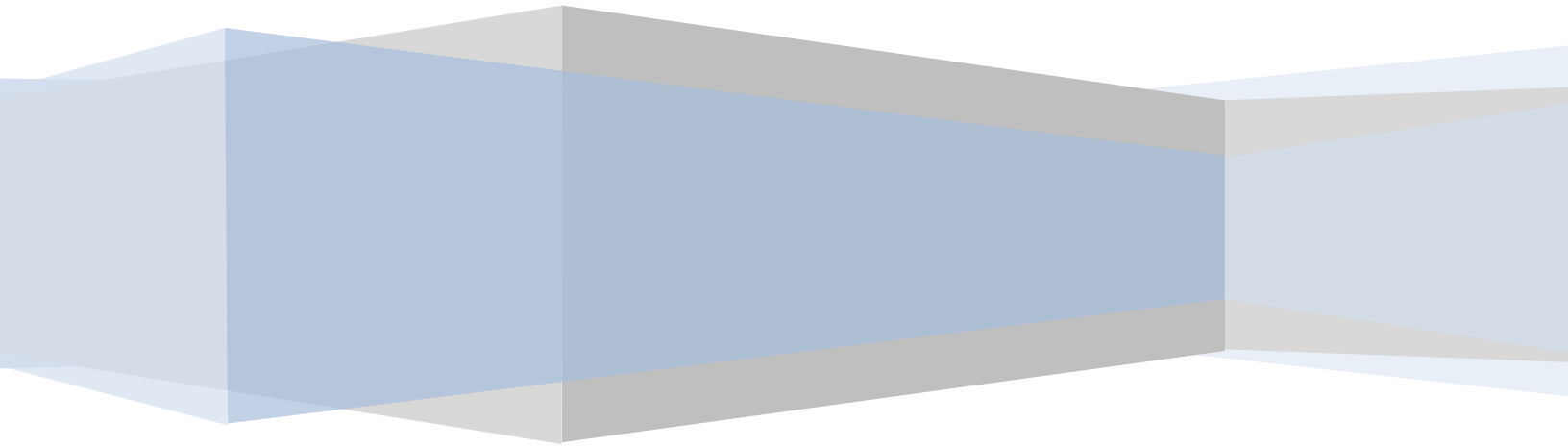
Claims FAIS User Manual

For Program Participant Staff

Version 1.0



Revision History

Version	Change Description	Date
1.0	Initial Version	10/27/2011

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1. General Information

As a result of examining progress for a given agreement by analyzing regularly submitted progress reports, the Food Assistance Division (FAD) may determine that the agreement cash given to the Program Participant has not been used properly. As a result, FAD may issue a claim against the Program Participant to get cash reimbursed back. Therefore, the claims process is the process by which:

- The Food Assistance Division (FAD) initiates a claim against a Program Participant for cash reimbursement.
- The Program Participant and FAD take actions collaboratively to settle the claim.

Notice that the Food Aid Information System (FAIS) handles the process of claim initiation and negotiation, but does not handle the actual payment processing or the interaction with the financial systems to handle payments. Interaction with the financial system for the actual money transfer is therefore outside the scope of this document. Notice also that claims against entities other than Program Participants; e.g., freight vendors, are handled entirely outside FAIS and are also not covered in this document.

1.1 Access

The claims functionality is available to Program Participant staff regardless of their role.

2. Claim Workflow and User Interface

Before describing the claim user interface and workflow for Program Participant staff, we present in **Error! Reference source not found.** a diagram depicting the entire workflow of the claim process in order to provide the reader with the full context of the process.

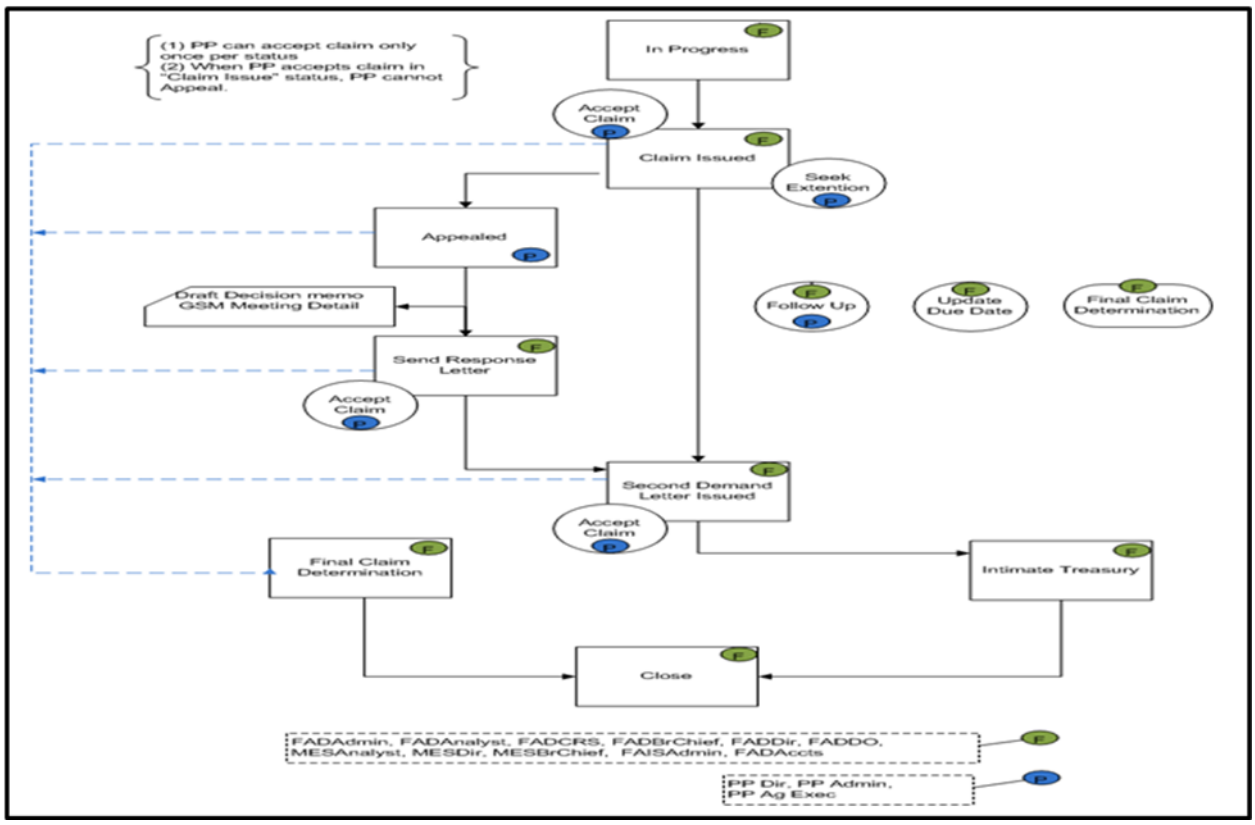

Figure 1 - Claim Workflow.

The Claim workflow in **Error! Reference source not found.** is described as follows. Throughout the remainder of the document, we use the term FAD to represent authorized FAD and MES users:

- FAD user initiates a claim against a Program Participant for a given agreement.
- A Program Participant authorized user receives an alert regarding the new claim and
  - Accept the claim
    - ✓ The Program Participant pays the claim
    - ✓ FAD staff indicates that payment is made in FAIS
  - Seek Extension
    - ✓ The Program Participant seeks an extension with a comment explaining why an extension is sought and the desired extension date
    - ✓ FAD staff has the option to grant extension or not grant it. In case the extension is granted, FAD records the new extension date

- Appeal
  - ✓ The Program Participant appeals the claims and indicates the reason for appeal
  - ✓ FAD goes through an offline process to determine whether or not to accept the appeal
  - ✓ FAD sends the appeal response to the Program Participant (either accept the appeal or a second demand letter indicating rejection of the Program Participant appeal)

- When the claim is settled, FAD closes the claim.
- In all scenarios:
  - If the Program Participant is late in responding, FAD has the ability to send a second demand letter to the Program Participant
  - FAD and Program Participant staff collaborating on an agreement may use a mechanism called "Follow up" to exchange messages regarding the claim.
  - When FAD makes a final decision on a claim; e.g., after an appeal is received by the Program Participant, FAD may generate a Final Claim Determination letter to communicate the final decision to the Program Participant.
  - If FAD determines that a Program Participant will not pay a claim, it may intimate the Department of Treasury to that effect.

2.1. Claims User Interface

The following sections describe the details of the claims workflow for Program Participant staff. Please notice that the following workflow is also integrated with an **Alert System** that will alert users when an action is taken that requires their attention.

The Program Participant user accesses the Claims module by clicking the **Claim** sublink from the **Agreement** top menu toolbar, as shown in **Error! Reference source not found.**.

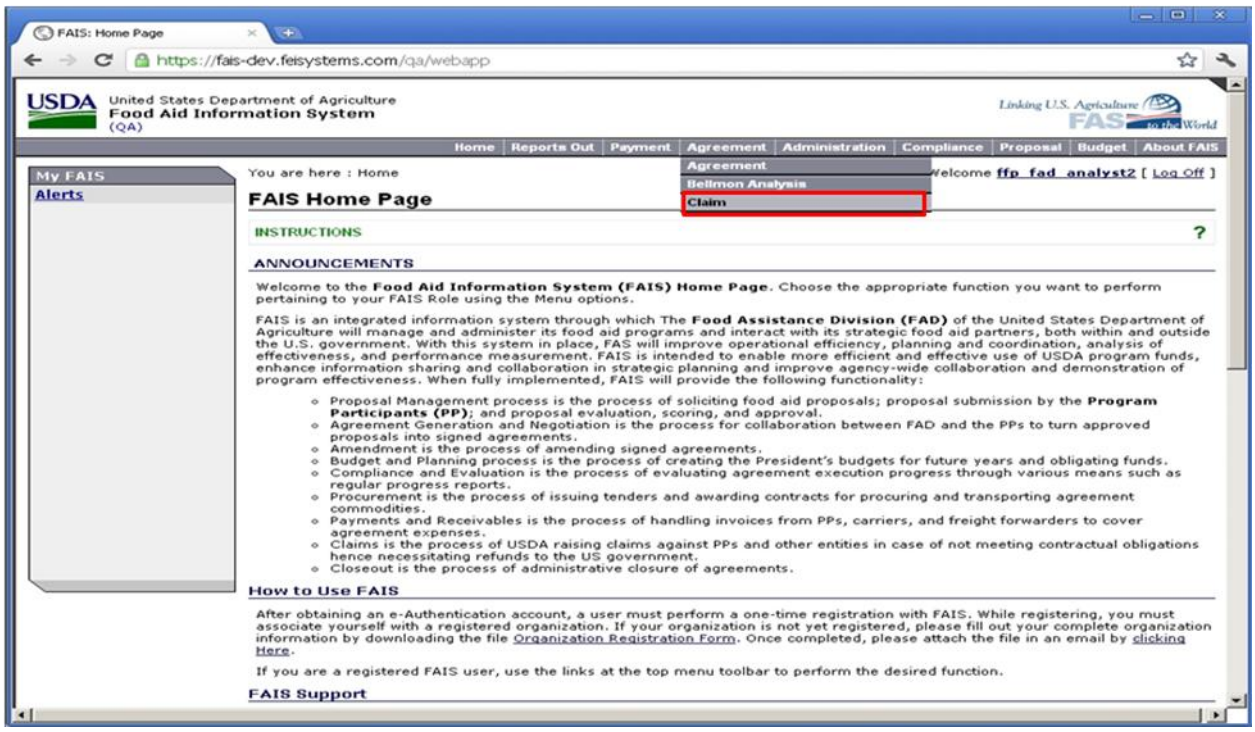

Figure 2 - Access to the Claims Module.

2.1.2. Listing Claims

The user may select any of the available values from the **Search Information** section to narrow down the list of claims. Once the required claims list is shown, the user may perform any of the following actions shown in **Error! Reference source not found.**:

- Accessing an existing claim by using the **Summary** link for that claim.
- Deleting a claim by using the **Delete** link for that claim. Only the person who created the claim will have the delete link active, depending on the claim status. Therefore the Delete link will always be inactive for the Program Participant users.

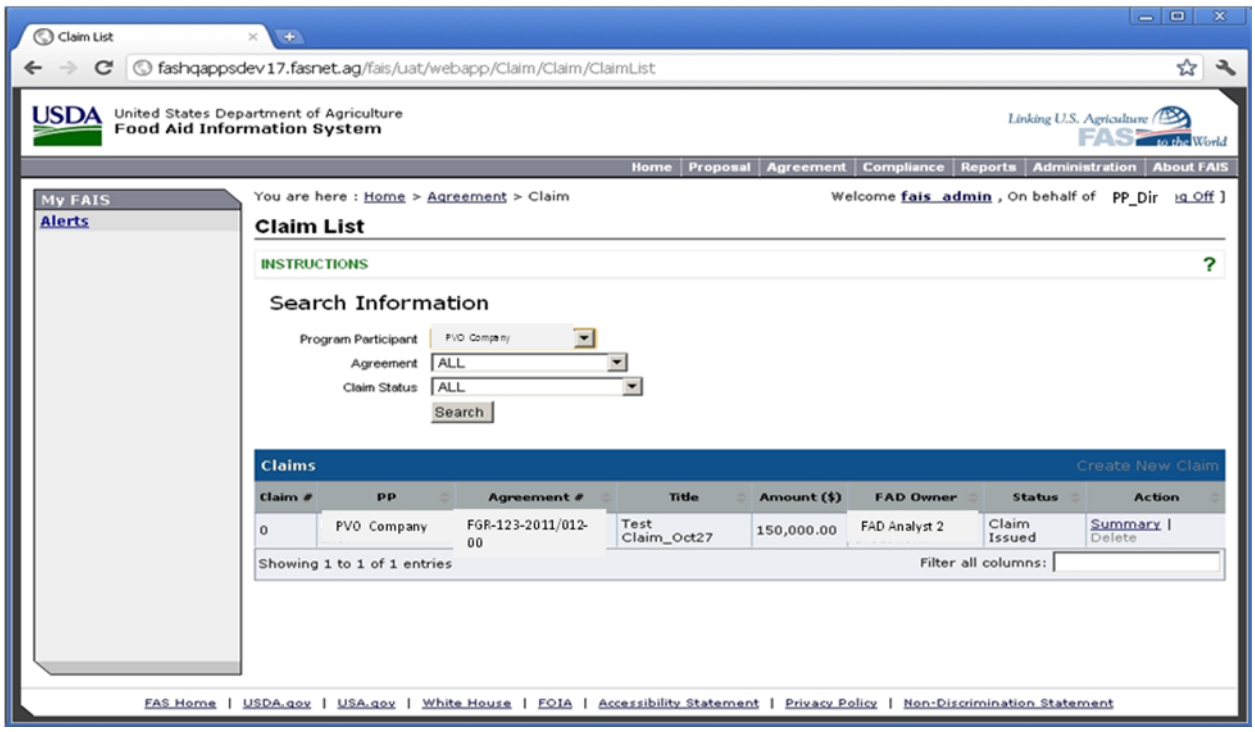

Figure 3 - List of Claims.

2.1.3. Processing New Claim

When the Program Participant person opens a new claim by clicking on the **Summary** link associated with the claim, the user sees the claim summary screen shown in **Error! Reference source not found.**. The **List of Attachments** section on the screen will list all the claim attachments. The Program Participant user has the three options described in Section 2 and are shown in the **Actions** navigation panel.

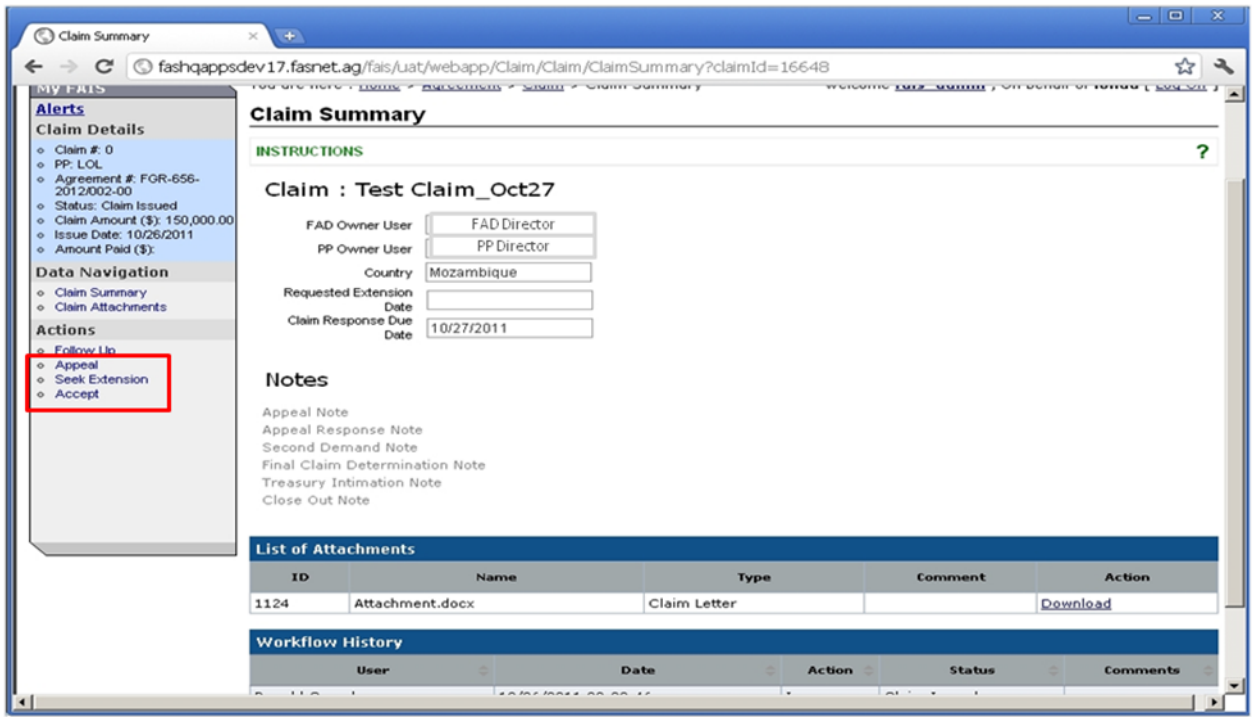

Figure 4 - Program Participant User Access Claim Summary.

Accept the Claim

If the Program Participant accepts the claim, the user clicks on **Accept** and enter any comments, if necessary, as shown in Figure 5. Notice that the comments box allows the Program Participant to attach a file associated with claim accetpance.

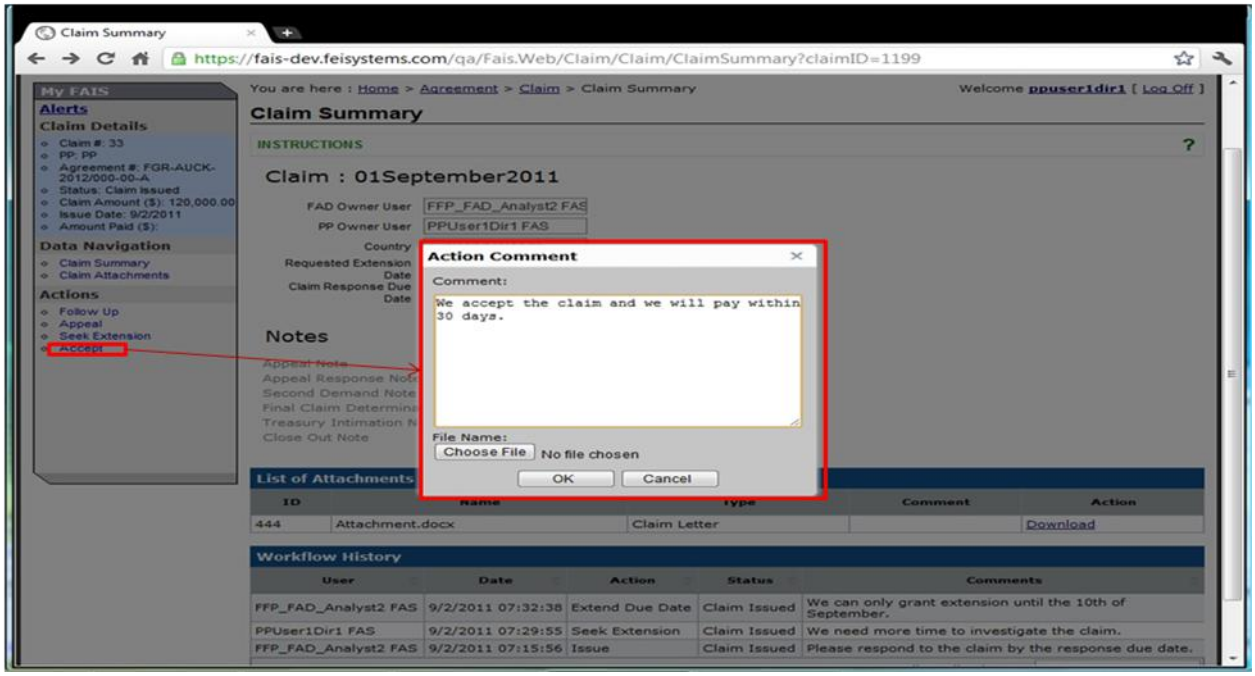

Figure 5 - Program Participant Accepts the Claim.

Seek Claim Extension

The Program Participant may seek extension to the Claim Response Due Date by selecting the **Seek Extension** link and entering the **Requested Extension Date** and, if desired, comments in the **Note** field, as shown in Figure 6.

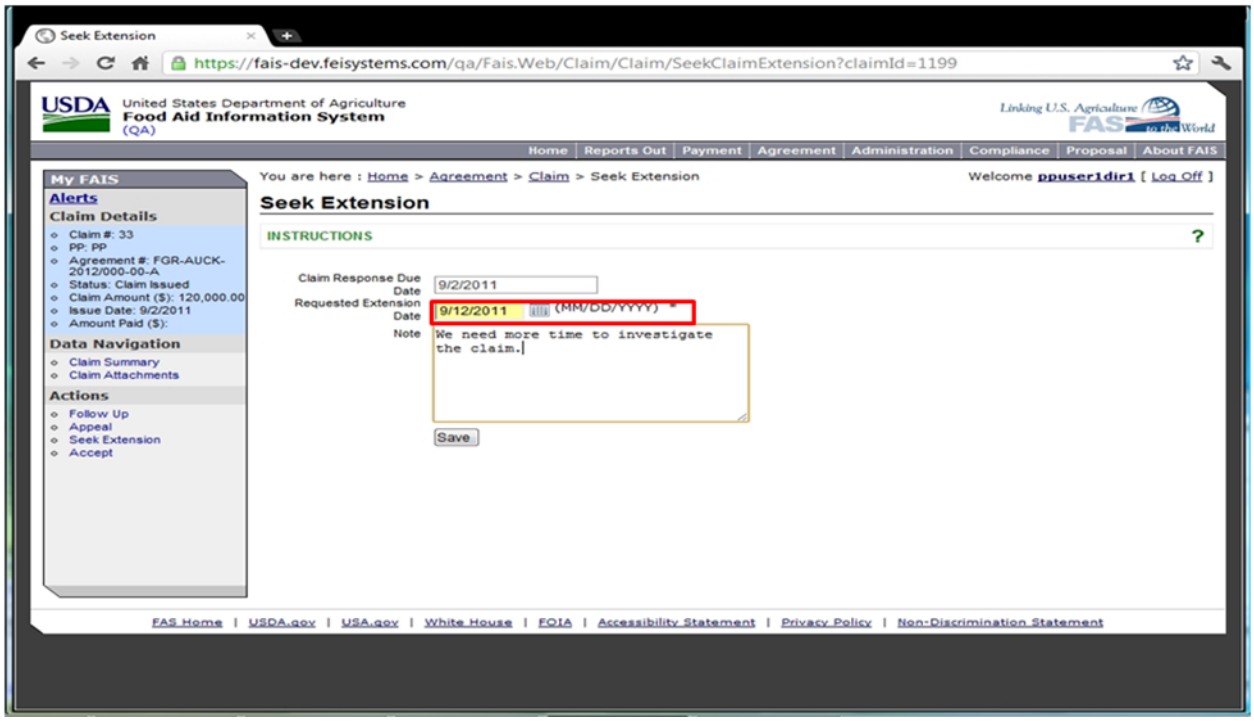

Figure 6 - Program Participant Seeks Claim Extension.

Appeal Claim

The Program Participant may appeal a claim by performing the following actions:

- Attaching the **Claim Appeal Letter** by clicking on the **Claim Attachments** link in the **Data Navigation** section and choosing **Appeal Letter** as the *File Type.* The user browses for the Claim Letter file and attaches the file using the **Upload button**. This is shown in Figure 7.
- Clicking the **Appeal** link from the **Claim Summary** screen, entering the **Appeal Note**, if necessary, and clicking the **Submit Appeal** button, as shown in Figure 8.

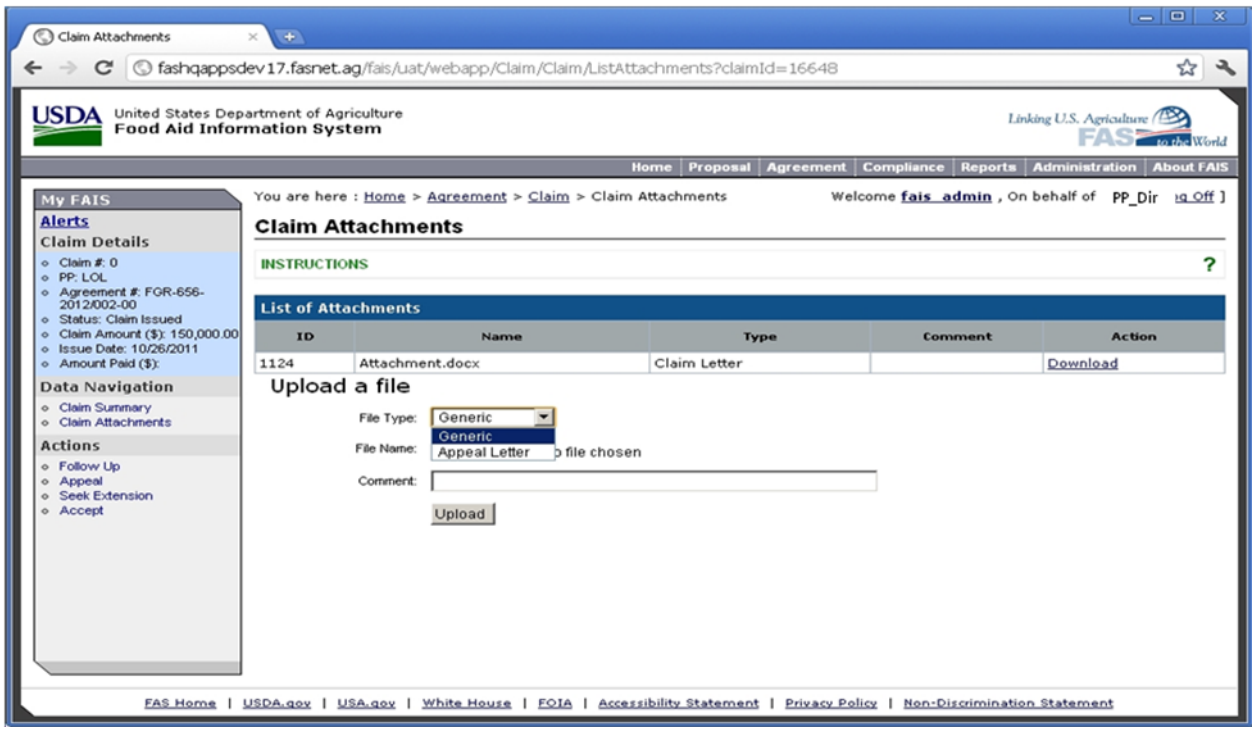

Figure 7 - Program Participant User Attaches Claim Appeal Letter.

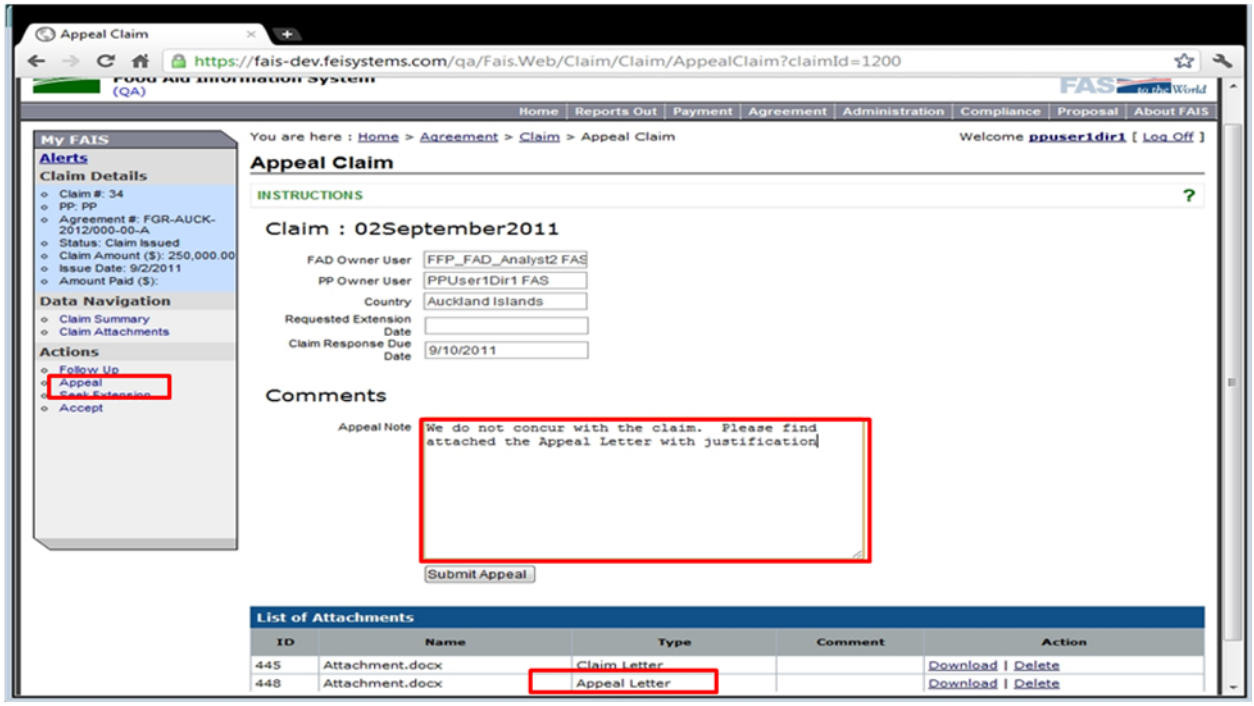

Figure 8 - Program Participant User Submits Appeal.